

CITY OF MILPITAS
EFFECTIVE: June 1985
REVISED: May 7, 1999
EEOC: Office & Clerical
FLSA: Nonexempt
UNIT: MPOA/Clerical
PHYSICAL: 1

POLICE CLERK I/II

DEFINITION

To perform a wide variety of general and technical clerical duties within the records section of the Police Department including maintenance of records and files, processing of statistical data and reports, and providing information to the public, outside agencies and departmental staff.

DISTINGUISHING CHARACTERISTICS

Police Clerk I - This is the entry level class in the Police Clerk series and is distinguished from the II level by the performance of less than the full range of duties as assigned to the journey level class within this series. This class is typically used as a training class in that positions may have only limited or no directly related work experience. Incumbents work under immediate supervision while learning job tasks.

Police Clerk II - This is the full journey level class within the Police Clerk series, and is distinguished from the I level by the performance of the full range of duties as assigned, with only occasional instruction or assistance as new or unusual situations arise. Positions at this level are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the I level.

SUPERVISION RECEIVED AND EXERCISED

Police Clerk I

Receives general supervision from the Police Clerk Supervisor.

Exercises no supervision.

Police Clerk II

Receives general supervision from the Police Clerk Supervisor.

May exercise technical supervision over less experienced staff.

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Police Clerk I/II (Continued)

EXAMPLES OF DUTIES - Duties may include, but are not limited to the following:

Perform a wide variety of general and technical clerical duties within the records section of the Police Department including maintenance of records and files, processing of statistical data and reports, and providing information to the public, outside agencies and departmental staff.

Sort, file, copy and distribute crime reports, traffic reports, citations, petitions, and other materials to appropriate personnel.

Process, type, record and/or file a wide variety of police records, reports, and materials including memos, letters, complaints, declarations, dispositions, fingerprint cards and index cards on bookings, warrants, citations, and crime and traffic reports.

Operate teletype machine to enter, modify, and retrieve data such as stolen and recovered property, driver license and vehicle registration information, and warrants on wanted persons.

Assemble, code, record and summarize a variety of police record data including serious crime offenses, stolen vehicles, crime reports, booking sheets and file interrogation cards.

Perform data entry and data retrieval tasks using a computer terminal.

Assist department personnel and the public in person and by phone, performing record checks, issuing permits and collecting fees, and receiving reports and complaints from citizens.

Process warrants including setting court dates for defendants who post bail and handling "walk overs".

Provide general information regarding department policies, procedures and regulations to the public and others as requested.

Compile data for, summarize, and maintain a variety of statistical reports. Search suspects as necessary.

Perform related duties as assigned.

QUALIFICATIONS

Police Clerk I

Knowledge of:

English usage, spelling, grammar, and punctuation.
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Police Clerk I/II (Continued)

Police Clerk I

Knowledge of:

Office methods, procedures and equipment.

Skills/Ability to:

Learn and conform to Police Department procedures.

Learn police terminology

Perform routine clerical work.

Operate general office machines and equipment.

Learn the operation of the department's computer systems.

Type at a speed of 50 words per minute.

Understand and carry out oral and written directions.

Prepare and complete accurate reports.

Establish and maintain effective work relationships with the public and City staff.

Work various shifts as assigned.

EXPERIENCE AND EDUCATION

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be;

Experience:

One year of responsible clerical experience, involving considerable public contact and typing.

Education:

Equivalent to the completion of the twelfth grade.

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Police Clerk I/II (Continued)

Police Clerk II

In addition to the requirements for the Police Clerk I:

Knowledge of:

Policies and procedures of the Police Department as such relate to the processing and managing of police records.

Police terminology.

Skills/Ability to:

Operate the department's computer systems.

Perform record searches quickly and accurately.

Work independently.

EXPERIENCE AND EDUCATION

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

One year of experience comparable to that of a Police Clerk I in the City of Milpitas.

Education:

Equivalent to the completion of the twelfth grade.

Approved by:

City Manager